TicketPlus - Support Ticket Management System

Ticket Plus – allow you to easily scale and streamline your customer services and drastically improve your customer's experience. Ticket Plus is a powerful ticket management system crafted using the PHP (Laravel) and MySQL. It offers a great way of ticket submitting system. It offers both user/client frontend and Admin backend functionality, front end theme switching system and Ajax powered.

Server Requirements:

The Laravel framework has a few system requirements. Read More

* PHP >= 5.6.4
* OpenSSL PHP Extension.
* PDO PHP Extension.
* Mbstring PHP Extension.
* Tokenizer PHP Extension
* XML PHP Extension
* Fileinfo Extension

Installation Instructions:

Installation of ticketplus is very simple. Just carefully follow the below instructions:

If your are trying to intall in cPanel? Please don't upload the files to `public_html` directory. Create `ticketplus` directory one outside public_html
which is not accessible for public and then upload the files to this `ticketplus` directory.
Then create subdomain that should points to the `ticketplus/public` directory.
Now you can access your ticketplus by `ticketplus.yourdoamin.com`.

If your are trying to intall in locally? Please add a virtual host that should point to public directory in ticketplus `full/path/to/ticketplus/public` directory then access the virtual host in browser.

* Upload the source zip file to your server as per above guide.
* Unzip the source package.
* Open .env(it may be hidden) file and add Database details.
* Create Database and then import database from root/database/ticketplus-db.sql

* For email settings, open the .env file with a text editor and set your emails settings.
That's it!

We offer `installation services` with $10 charges. For installation, please send hosting details and license file to support@teamworktec.com and then we will share you account info for deposit installation charges.

Admin:

Admin is a main administrator of the system. Admin will control are activities and create users with all give roles in script. Admin can
add ticket/update/delete or change status. Admin can create departments, FAQs and update system information's.

Staff:

All the people employed by a particular organization (Staff) can reply to tickets that assigned to them by `Admin`. `Admin` can also give access the them to edit a ticket.

Clients:

A client is the requesting program or user in a `client/server` relationship. Clients can view or reply to tickets submitted by them. Clients will get notification if someone reply or change status of their tickets.

Tickets:

Admin can view all the tickets in their panel and can change status or assigns to other staff. But `Clients` will only view tickets submitted by them. `Staff` can view tickets that assigned to them or submitted by them.

Departments:

A division of a large organization such as a government, university, or business, dealing with a specific area of activity. All `Tickets` and `Staff` added according to departments. `Admin` can manage departments from dashboard.

FAQ:

Frequently asked questions (FAQ) or Questions and Answers (Q&A), are listed questions and answers, all supposed to be commonly asked in some context, and pertaining to a particular topic. Only `Admin` can add, edit or delete any FAQ. `Clients` will view FAQ's on home page by scrolling little bit down near footer.

If you have any query or face any bug or suggestions, then please update us by sending email to: support@teamworktec.com with details. Thank you